IN THE CLAIMS

1 (Currently Amended).   A method comprising:

receiving a client request for help related to a web page; ~~and~~

automatically <u>receiving a web page locator</u> providing information to remotely access said web page<u>; and</u>

<u>using said information to automatically remotely access said web page</u>.

2 (Original).   The method of claim 1 including automatically initiating a chat session in response to the client request for help.

3 (Original).   The method of claim 2 including automatically initiating the chat session with a help service provider in response to the client request for help.

4 (Original).   The method of claim 1 including automatically initiating a web page refresh in response to the client request for help.

5 (Original).   The method of claim 1 wherein receiving the client request for help includes providing a client agent which obtains a Uniform Resource Locator identifying the web page and forwards the Uniform Resource Locator to a remote processor-based system.

6 (Original).   The method of claim 5 further including collecting information about a client and forwarding said information to the remote system.

7 (Original).   The method of claim 1 wherein receiving the client request for help includes receiving a client selection of a help icon.

8 (Original).   The method of claim 7 including extracting information about a remote processor-based system from said web page.

9 (Original).   The method of claim 1 including initiating a chat session between a remote processor-based system and said client.

10 (Original). The method of claim 9 including overlaying a chat dialog box over said web page.

11 (Currently Amended).   An article comprising a medium storing instructions that enable a processor-based system to:

   receive a client request for help related to a web page; and

   automatically provide information, including a web page locator, to remotely access said web page.

12 (Original). The article of claim 11 further storing instructions that enable the processor-based system to automatically initiate a chat session in response to the client request for help.

13 (Original). The article of claim 12 further storing instructions that enable the processor-based system to automatically initiate the chat session with a help service provider in response to the client request for help.

14 (Original). The article of claim 11 further storing instructions that enable the processor-based system to automatically initiate a web page refresh in response to the client request for help.

15 (Original). The article of claim 11 further storing instructions that enable the processor-based system to provide a client agent which obtains a Uniform Resource Locator identifying the web page and forwards the Uniform Resource Locator to a remote location.

16 (Original). The article of claim 15 further storing instructions that enable the processor-based system to collect information about a client and forward said information to a remote location.

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17 (Original). The article of claim 11 further storing instructions that enable the processor-based system to receive a client selection of a help icon.

18 (Original). The article of claim 17 further storing instructions that enable the processor-based system to extract information about a remote processor-based system from said web page.

19 (Original). The article of claim 11 further storing instructions that enable the processor-based system to initiate a chat session between a remote processor-based system and a client.

20 (Original). The article of claim 19 further storing instructions that enable the processor-based system to overlay a chat dialog box over said web page.

21 (Currently Amended).   A system comprising:
     a processor; and
     a storage coupled to said processor, said storage storing instructions that enable the processor to receive a client request for help related to a web page and automatically provide web page locator information to remotely access said web page.

22 (Original). The system of claim 21 wherein said storage stores instructions for automatically initiating a chat session in response to the client help request.

23 (Original). The system of claim 22 wherein said storage stores instructions that enable the system to automatically initiate the chat session with a help service provider response to the client request for help.

24 (Original). The system of claim 21 wherein said storage stores instructions that enable the system to automatically obtain contact information identifying the web page and forward said information to a remote processor-based system.

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25 (Original). The system of claim 21 wherein said storage stores instructions that enable chat session text to be overlaid over the web page.

Claims 26-30 (Canceled).